



Job Aid - Avaya Aura[®] Messaging

Release 6.3.3
Issue 1
August 2015

Chapter 1: Purpose

This document includes the processes that administrators frequently use for administration of the Messaging system. The content in this document is a part of *Administering Avaya Aura® Messaging*. The primary audience of this document are system administrators.

This document includes the following information:

- Restarting the software and server.
- Viewing alarms.
- Adding and deleting a mailbox.
- Administering the voice mailbox account.
- Monitoring the system performance.
- Enabling fax.

Chapter 1: Restarting software and server

Stopping

Use the Stop Messaging Software Web page to stop the software.

Procedure

1. Log on to System Management Interface.
2. On the **Administration** menu, click **Messaging > Utilities > Stop Messaging**.

The system displays the Stop Messaging Software Web page.

3. To initiate a shutdown, click **Stop**.

The system delays the shutdown process until all calls are completed. However, after three minutes the system ends all calls that remain active.

The Stop Messaging Software Web page refreshes periodically during the shutdown process and displays a status message following the **Stop Messaging info** text.

After the software stops completely, the system displays the *Stop of Messaging completed* message.

4. Click **OK**.

Starting

Use the Start Messaging Software Web page to start the software.

Procedure

1. Log on to System Management Interface.
2. On the **Administration** menu, click **Messaging > Utilities > Start Messaging**.

The system displays the Start Messaging Software Web page.

The Start Messaging Software Web page refreshes periodically during the startup process and displays a status message following the **Start Messaging information** text.

After the software starts successfully, the system displays the *Start of Messaging completed* message.

3. Click **OK**.

Server shutdown

Purpose

Use the Shutdown Server Web page to shut down the server. You can also configure the server to restart after the shutdown process.

Caution:

You must shut down the server only after business hours. If you shut down the server, the Web server stops all processes that are running. You cannot gain access to the SMI pages until the server restarts.

If you select the **Immediate Shutdown** option, the server ignores the condition of any secondary server. The selection also affects the method in which the secondary server takes over from the main server.

Delayed shutdown

If you select the **Delayed Shutdown** option, the system notifies all processes that the server will shut down. Before the server shuts down, the system waits for all processes to close files and perform other clean-up activities.

Immediate shutdown

If you select the **Immediate Shutdown** option, the system does not wait for all processes that are running to end before the system shuts down the server. Immediate shutdown could result in data loss.

Restart server after shutdown

To restart the server after the shutdown process, select the **Restart server after shutdown** check box.

When you shut down the server, the system displays a message depending on the conditions under which you performed the action.

If you opt for a delayed shut down of the server, the system displays the following message when the system successfully begins the shut down process: `shutdownproc accepted.Global shutdown is now in progress.`

No message

If you select the option to shut down the server immediately, the system displays a blank results page, as connectivity is lost because of the server shutdown.

Shutting down the server

Procedure

1. Log on to System Management Interface.
2. On the **Administration** menu, click **Server (Maintenance) > Server > Shutdown Server**.
3. On the Shutdown Server Web page, select from the following options:
 - **Delayed Shutdown**
 - **Immediate Shutdown**
4. (Optional) Select the **Restart server after shutdown** check box.
5. Click **Shutdown**.

The system displays the confirmation screen.
6. Click **Ok** to continue.

Chapter 1: Viewing alarms

Viewing current alarms

About this task

Use the Current Alarms webpage to view a list of alarms and the source of the alarms. The system displays the alarms in chronological order beginning with the most recent alarm.

Before you begin

The telephony application must be running.

Procedure

1. On the **Administration** menu, click **Server (Maintenance) > Alarms > Current Alarms**.
2. Check for alarms in **Messaging Alarms**.

Current Alarms field descriptions

| Name | Description |
|----------------------|--|
| Product ID | A number that uniquely identifies the server. |
| Messaging Product ID | A number that uniquely identifies the Messaging product. |
| Alarm | The alarm summary. If no alarms exist, the system displays the following message: No MESSAGING Alarms. If the system displays no alarms, continue with your System Management Interface (SMI) activities. |
| Server | The outstanding alarms related to the operating system and the support software. |
| CommunicaMgr | The outstanding alarms related to the call-processing application. |
| Messaging | The outstanding alarms related to the Messaging system. |
| Minor | The alarm is a minor alarm. |

Table continues...

| Name | Description |
|-----------------|---|
| Major | The alarm is a major alarm. |
| ID | A unique identification number assigned to the alarm. |
| APP | The name of the application. |
| Source | <p>The abbreviated name of the software module that is responsible for generating the alarm.</p> <p>The options are:</p> <ul style="list-style-type: none"> • AI: All applications • EL: Enhanced-List Application • IM: Internet Messaging • LD: LDAP • MG: Messaging • MT: Maintenance • SM: Station Manager • VM: Messaging • VP: Voice Platform |
| EvtID | The number used to identify a particular event from a source that generated the alarm. |
| Lvl | <p>The level of the alarm.</p> <p>The options are:</p> <ul style="list-style-type: none"> • MIN • MAJ • WARN |
| Ack | <p>The status that indicates that Initialization and Administration System (INADS) has acknowledged the alarm.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Y: Yes • N: No |
| Location | The location from where the alarm originated. |
| Date | A time stamp assigned to the alarm at the time of origination. |

Viewing the alarm logs

About this task

The alarm logs include descriptions of all significant problems that the system detected including active alarms and resolved alarms. Resolved alarms include those alarms that the system corrects automatically or by implementing diagnostic procedures.

Procedure

1. On the **Administration** menu, click **Messaging > Logs > Alarm**.
2. Enter the appropriate information in the fields.
3. Click **Display**.

The system displays the alarm logs.

Alarm Log field descriptions

| Name | Description |
|----------------------|---|
| Alarm Type | The options to display the type of alarms include: <ul style="list-style-type: none">• Active• Resolved |
| Alarm Level: Major | The options to display the major alarms include: <ul style="list-style-type: none">• yes• no |
| Alarm Level: Minor | The options to display the minor alarms include: <ul style="list-style-type: none">• yes• no |
| Alarm Level: Warning | The options to display the warning alarms include: <ul style="list-style-type: none">• yes• no |
| Start Date | The start date for generating the logs must be in the MMDDYY format. For active alarms, the date indicates when the system raised the alarms. For resolved alarms, the date indicates when the system resolved the alarms. |
| Time | The start time for generating the logs must be in the HHMMSS format. |

Table continues...

| Name | Description |
|----------------------|--|
| | <p>If you do not specify the time, the time starts from the beginning of the day, indicated as 00:00:00, for the specified date. If you specify only the time, the start date is the current day.</p> <p>For resolved alarms, the time indicates when the system resolved the alarms.</p> |
| Application | <p>The two-character application ID that the system uses to identify each module in the system.</p> <p>The system displays log entries with only the specified application ID.</p> <p>You can select any of the following IDs from the drop-down list:</p> <ul style="list-style-type: none"> • ALL: All applications • EL: Enhanced-List Application • IM: Internet Messaging • LD: LDAP • MG: Messaging • MT: Maintenance • SM: Station Manager • VM: Messaging • VP: Voice Platform |
| Resource Type | <p>The resource type of the generic alarm that requires maintenance action.</p> <p>The system displays log entries only for the resource type of the specified alarm.</p> |
| Alarm Code | The alarm code that identifies the reason for the alarm against the specific resource. |

Alarm Log Results field descriptions

| Name | Description |
|----------------------|--|
| App | The two-character application ID that the system uses to identify each module in the system. |
| Resource Type | The resource type of the generic alarm that requires maintenance action. |
| Location | The location of the log. |

Table continues...

| Name | Description |
|------------------------|---|
| Alarm Code | The alarm code that identifies the reason for the alarm against the specific resource. For detailed information on the alarm codes, see <i>Avaya Aura® Messaging Alarms and Events</i> . |
| Alarm Lvl | The alarm level. |
| Ack | The indication of whether the administrator has acknowledged the alarm. |
| Alarmed Date | The date on which the system generated the alarm. |
| Time | The time at which the system generated the alarm. |
| Resolved Date | The date on which the system resolved the alarm. |
| Time | The time at which the system resolved the alarm. |
| Resolved Reason | The reason for resolving the alarm. |

Chapter 1: Managing mailboxes

Adding a mailbox

Procedure

1. On the **Administration** menu, click **Messaging > Messaging System (Storage) > User Management**.
2. In the **Add a new user** area on the User Management Web page, click **Add**.
3. Enter the appropriate information in the fields.
4. Click **Save**.
5. Repeat Step 2 through Step 4 for each additional user mailbox that you want to add.
6. Notify the new users that the Messaging service is available.

Deleting a mailbox

Procedure

1. On the **Administration** menu, click **Messaging > Reports (Storage) > Users**.
2. Use the built-in filters to locate the user mailbox that you want to delete and then click the appropriate **Mailbox** number.

You can also delete the user mailbox from the User Management Web page. However, the User Management Web page does not have filters that assist you in locating a specific user.

3. On the User Management > Properties Web page, click **Delete**.
4. In the confirmation screen, click **OK** to continue.

The system deletes the mailbox.

User Management > Properties field descriptions

| Field Name | Description |
|-------------------------------|---|
| User Properties | |
| First name | The first name of the user. |
| Last name | The last name of the user. |
| Display name | The name that Messaging displays during communications. |
| ASCII name | The ASCII name of the user. |
| Storage destination | <p>The storage destination for your messages.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Avaya Message Store • Microsoft Exchange |
| Exchange Properties | |
| Exchange email address | <p>The Exchange email address.</p> <p>The system does not display the field if the current message storage destination is Avaya Message Store.</p> |
| Exchange server FQDN | <p>The FQDN for Microsoft Exchange.</p> <p>The system does not display the field if the current message storage destination is Avaya Message Store.</p> <p>If you select the Use Autodiscover service check box on the Storage Destinations Web page, you cannot edit the field. After you click Save, the system populates the field.</p> |
| Site | The name of the site on which the user is a member. |
| Mailbox number | <p>The mailbox number of the user.</p> <p>All mailbox numbers must be unique.</p> |
| Internal Identifier | <p>The internal identifier of the user.</p> <p>The system displays the field only if you are editing an existing user.</p> |
| Numeric address | <p>The unique identifier for the user.</p> <p>The system displays the field only if you are editing an existing user.</p> |
| Extension | <p>The telephone extension of the user.</p> <p>The extension length must match the site length.</p> <p>Usually, the extension is unique. However, if you share the extension with another user, Messaging displays the name of both the users and prompts callers to select the desired mailbox.</p> |

Table continues...

| Field Name | Description |
|--|---|
| Include in Auto Attendant directory | The Messaging system adds the user to the Auto Attendant directory. |
| Additional extensions | <p>The additional extensions roll over to the same voice-messaging mailbox.</p> <p>You must define additional extensions when a mailbox migrates from a legacy phone system. For example, when you must maintain both the old and the new extension in the internal directory.</p> |
| Class of Service | <p>The CoS of the user.</p> <p>The CoS controls user access to features and provides general settings such as mailbox size.</p> |
| Pronounceable name | <p>The pronounceable name of a user.</p> <p>The name of a user, info mailbox, or distribution list might not follow the pronunciation rules of the primary language for your system. To increase the likelihood of the Speech Recognition feature recognizing the name, spell the name, as you would pronounce the name.</p> <p>For example, if the primary language of your system is English, spell Dan DuBois as <i>Dan Doobwah</i>.</p> <p>You can also enter an alternative name for the user. For example, William Bell might also be known as Bill Bell. If you enter <i>William</i> in the First name field, <i>Bell</i> in the Last name field, and <i>Bill Bell</i> in the Pronounceable name field, the speech engine recognizes both William Bell and Bill Bell.</p> |
| MWI enabled | <p>The field to enable the message waiting indicator (MWI) light feature.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Yes: When the user has a deskphone • No: When the user has a voice mailbox only • ByCOS: When the CoS controls how the system enables MWI <p>The MWI enabled field overrides the MWI setting defined by the CoS to which the user is associated.</p> |
| Miscellaneous 1 | <p>The additional information about the user.</p> <p>The value in the Miscellaneous 1 field in the Messaging system is found only on the SMI page and nowhere else.</p> |
| Miscellaneous 2 | <p>The additional information about the user.</p> <p>The value in the Miscellaneous 2 field in the Messaging system is found only on the SMI page and nowhere else.</p> |

Table continues...

| Field Name | Description |
|--|---|
| New password | <p>The password that the user must use to log in to the Messaging mailbox.</p> <p>Passwords cannot match the voice mailbox number, cannot be sequential numbers, and cannot contain the mailbox number.</p> <p>If you do not enter a value for an existing user, the system does not change the existing password.</p> |
| Confirm password | <p>The password that the user must enter to confirm the value in the New Password field.</p> <p>Enter a password only if you are adding a new password or changing an existing password.</p> |
| User must change voice messaging password at next logon | <p>The check box to enable the user to change the password the next time the users call in to the voice mailboxes.</p> <p>By default, Messaging requires that new users change the temporary passwords when the users log in to the mailbox for the first time.</p> |
| Voice messaging password expired | <p>The check box to enable the user to continue using the password even after the password has expired.</p> <p>If a user password expires, Messaging enables the check box.</p> <p>Clear the check box to allow the user to continue using the expired password.</p> |
| Locked out from voice messaging | <p>The check box to prevent the user from accessing the Messaging system.</p> <p>Messaging automatically locks the system when the user fails to enter proper login credentials after a certain number of consecutive failed attempts.</p> <p>The Lock out users after field on the System Policies Web page determines the number of consecutive failed attempts that the system allows.</p> <p>Clear the check box to provide the user access to the system.</p> |
| Advanced Tasks | |
| Reset the message waiting indicator for extension | <p>The option to reset Message Waiting Indicator (MWI) for the user extension.</p> <p>For an Exchange user, use Reset to:</p> <ul style="list-style-type: none"> Rediscover the EWS server if you have selected the Use Autodiscover service check box on the Storage Destinations Web page. Resubscribe to push subscriptions. Reset MWI if you have enabled MWI for that user. |

Table continues...

| Field Name | Description |
|------------------------------|--|
| | For an Avaya message store user, clicking Reset only resets MWI. |
| User Preferences | |
| Open User Preferences | The link to open the User Preferences Web page for the user whose details you are viewing. |

Chapter 1: Managing voice mail accounts

Unlocking the voice mailbox account

Procedure

1. On the **Administration** menu, click **Messaging > Reports (Storage) > Users**.
2. Use the built-in filters to find the user mailbox that you want to update and then click the appropriate **Mailbox** number.

You can also change the user properties from the User Management webpage. However, the User Management webpage does not have filters that assist you in locating a specific user.

3. On the User Management > Properties webpage, clear the **Locked out from voice messaging** check box.

By clearing the **Locked out from voice messaging** check box, the user can use the correct login credentials to log in to the voice mailbox at the next logon. Messaging automatically locks the mailbox when the user fails to enter proper login credentials after a certain number of consecutive failed attempts.

Using the **Consecutive Invalid Attempts** field on the System Administration webpage, you can set the number of consecutive failed attempts for the system.

4. Click **Save**.

The system saves the settings.

If a user still receives the following message, the Exchange Server mailbox of the user might be deleted:

Too many invalid login attempts

5. **(Optional)** Check whether the mailbox of the user exists.

Changing the voice mailbox password

Use the following procedure to enable a user to change the voice mailbox password at the next logon.

Procedure

1. On the **Administration** menu, click **Messaging > Reports (Storage) > Users**.
2. Use the built-in filters to locate the user mailbox that you want to update and then click the appropriate **Mailbox** number.

You can also change the user properties from the User Management Web page. However, the User Management Web page does not have filters that assist you in locating a specific user.

3. On the User Management > Properties Web page, select the **User must change voice messaging password at next logon** check box.

By selecting the check box, you force the user to change the voice mailbox password at next logon. By default, Messaging requires that new users change the temporary password when the users log in to the voice mailbox for the first time.

4. Click **Save**.

The system saves the settings.

Resetting the voice mailbox password

Procedure

1. On the **Administration** menu, click **Messaging > Reports (Storage) > Users**.
2. Use the built-in filters to find the user mailbox that you want to update, and then click the appropriate **Mailbox** number.

You can also change the user properties from the User Management webpage. However, the User Management webpage does not have filters to locate a specific user.

3. On the User Management > Properties webpage, in the **New password** field, type a password that the user must use to log in to the Messaging mailbox.

Passwords must follow the complexity rules for subscriber mailbox. For more information, see *Password complexity enhancement for Subscriber mailbox*. If you do not enter a value for an existing user, the system does not change the existing password.

Some browsers automatically populate web-based forms with passwords. If **New password** contains a value, clear the field and enter the password. To prevent Messaging from automatically populating the passwords, turn off the option to remember the password in your browser.

4. In the **Confirm password** field, reenter the password that you entered in the **New password** field.

You must complete this field only if you are adding a new password or changing an existing password.

5. Click **Save**.

The system saves the settings.

Even if you do not enter a new password in Step 3 and Step 4, you can still save the updated user details without any error. Your browser displays the following message after you click **Save**:

You have updated the subscriber details.

Chapter 1: Managing fax

Enabling fax

About this task

If your deployment has multiple application servers, enable fax for each application server on the site.

For more information about the procedures that you must perform manually and the procedures that Messaging automatically performs through the backup and restore process, see *Initial administration checklist for application roles*.

Before you begin

If you are administering the first or the only application role, integrate the telephony server.

Procedure

1. On the **Administration** menu, click **Messaging > Server Settings (Application) > System Parameters**.
2. Enter the appropriate information in the **Fax** area.
3. Click **Apply**.

The system displays a confirmation message.

4. Click **OK** to proceed.

Chapter 1: Checking performance

Monitoring performance

Performance monitoring includes checks for traffic measurements, memory usage, and process status.

Procedure

1. To request traffic measurements from the Messaging server using the SMI, perform the following:
 - a. On the **Administration** menu, click **Messaging > Server Reports > Measurements (Storage)**.
 - b. On the Messaging Measurements Web page, select the required information.
 - c. Click **Get Report**.

The system displays the traffic details in a report.

2. To check memory-related details on the Messaging server using the SSH terminal, perform the following:
 - a. Log in to the Messaging server using the SSH Terminal.
 - b. On the shell prompt, type **vmstat** and click **Enter**.

The system displays the following fields related to memory usage:

- **swpd**: The amount of virtual memory used.
- **free**: The amount of idle memory.
- **buff**: The amount of buffer memory used.
- **cache**: The amount of cache memory used.

Check the memory usage details for the Messaging server. The values are in KiloBytes (KB).

If the system is running, the free memory is usually low. Free memory is wasted memory, that is, memory not used for anything. Linux systems use the memory as much as possible. However, if memory is available, buffers and caches use the memory.

In a system that functions properly, free memory can be under *50,000*, buffer and cache memory together can easily be *100,000* or higher, the higher the better and virtual memory must be below *200,000*, or ideally below *50,000*.

3. To view the status of each application or the individual processes using the SMI, perform the following:
 - a. On the **Administration** menu, click **Server (Maintenance) > Server > Process Status**.
 - b. In the **Content** area, click **Summary** or **Detailed**.
 - c. In the **Frequency** area, click **Display once** or **Refresh Page every _ seconds**.
 - d. To display the process status of all server applications, click **View**.

The system displays the Process Status Results Web page.